

## **MARC Riders Advisory Council Meeting**

January 18, 2018

4:30 pm – 6:00 pm

In person

Summary minutes

- I. Call meeting to order (Steve Chan, Chairman): Called to order at 4:30
- II. Introductions (Steve Chan)
- III. Review of November minutes (Christopher Field Secretary):
  - a. Approved with no corrections.
- IV. Review of December performance data (Donna Walsh, MARC Chief Customer Communications Officer)
  - a. November and December reports attached.
- V. MTA Administrator Kevin Quinn (presentation and Q&A)
  - a. Dropped “acting” to become MTA Administrator in June 2017.
  - b. Personal introduction:
    - i. Lives in Towson
    - ii. Undergraduate study at Goucher College
    - iii. Graduate study at Hopkins with focus on transit.
  - c. How MARC fits into MTA budget:
    - i. MARC is 14% of capital budget
    - ii. MARC 17% operating budget
    - iii. MARC has 8% of passengers.
    - iv. The question was asked about fraction of passenger miles. Didn’t know off hand but provided the answer after the meeting: “MARC's passenger miles represent 33% of MDOT MTA’s total passenger miles.”
  - d. Power Point Presentation (Attached).
    - i. First 3 new diesel are delivered. Certified up to 125 MPH. Additional 5 expected.
    - ii. Investing \$500,000 to retro-fit a place for bicycles on most rail cars.
    - iii. MTA is thinking about how to address the gap between Perryville and Newark DE.
      1. Currently MTA funds a local bus connection.
      2. Elkton trying to get their station upgraded (operational.)
      3. The extension of service is complex: need additional infrastructure. Who pays? How much demand and in which direction? (Maryland to Delaware, Delaware to Maryland, or both?)
  - e. Administrator Quinn finished by saying he is focused on “customer facing improvements.”
  - f. Questions:
    - i. Does the car overhaul include the VRE seats? Short version of reply, can’t change seat pitch without FRA approval: not going to happen. New seats will be vinyl.
    - ii. Can Germantown parking be expanded? The only way to expand parking is with a garage. MTA doesn’t have money for a garage. Money could come from Montgomery County (not currently interested) or private money as part of a TOD project, which has been discussed but is not under active consideration.
    - iii. What room is there for growth? Short version of answer “Need 4 tracks.” New engines might increase capacity.

- VI. Update on Washington Union Station renovations David Zaidain, Senior Infrastructure Planning Manager, Amtrak
- a. In 2006 congress sold air rights over the Union Station Yard.
  - b. Long term station plan on going with preparation of an Environment Impact Study (EIS). It will be public in the spring. Watch for it and be ready to make comments.
  - c. Current medium term work:
    - i. Build bathroom facilities at east and west end of station. Each will accommodate men's, women's, and family bathroom and will be fully ADA compliant. Will double the number of bathroom fixtures.
    - ii. Will open the space between the current waiting area and the tracks to improve flow. Will provide each gate with its own entrance with space for possible future screening.
    - iii. Will include additional seating areas with power plugs and some worktables with space for a laptop.
  - d. QUESTIONS:
    - i. The current two escalators access to METRO is a major choke point. Any plans to expand that?
      1. The escalators and station access are WAMTA responsibility and not part of this plan.
      2. WAMTA wants to add a stair next to escalator.
      3. There have been efforts to coordinate work with WAMTA planned expansion, but that currently seems unlikely.
    - ii. A certain amount of congestion is caused by the mixing of passengers and the commissary servicing of Amtrak trains. Improve access of mechanical people. Can this plan untangle them?
      1. Commissary "home" is moving to the north end of the tracks, where passenger traffic is lighter. It is hoped that this will reduce congestion.
    - iii. During construction, how to direct those waiting from the old building to their trains?
      1. Provide customer reps. Extensive outreach. Need to re-train passengers.
    - iv. David Johnson pointed out that the current station layout (late 1980s) was done when there were 4 Brunswick trains, 4 Camden trains and 2 Penn trains of 3 cars each in each direction. (There was also no VRE.) Train use has expanded significantly since then.
    - v. How does the proposed layout deal with large crowds resulting from train delays?
      1. There will be many small passenger information displays (PIDs) rather than one large one so that waiting people are scattered throughout the station. It is hoped that this will reduce bunching.
    - vi. Comment: Not everyone with a disability is in a wheel chair. Extra steps can hurt. Please consider the required walking distance both during construction and in the final plan.
      1. Plan provides improved vertical access between bus deck, taxi-way, and center of concourse, reducing travel distances to/from those places.
    - vii. Comment: As noted above, the escalators between METRO and track level are a major choke point. The time to evaluate current congestion condition (and to size for future) is Tuesday through Thursday between 3:00 and 6:00.

- viii. Comment regarding seat power for devices: It is easy to hack USB devices plugged into USB chargers. Make sure to connect only power lines. Don't connect signal lines.
  - ix. How can VIPs board without shutting down all passengers access?
    - 1. When the Vice President travels by train, the station will be cleared and he will drive onto the platform. Nothing can be done about that. But ...
    - 2. The plan provides direct access to Club Acela, where VIPs tend to wait. And a short access is provided between Club Acela and the tracks, which is likely to reduce the amount of the station impacted by VIP movements.
  - x. Comment: Likely could rent conference rooms to various groups, if provided.
    - 1. There will be some meeting space in Club Acela.
- VII. Update on Bike racks and other MARC mechanical items Dean Del Peschio, MARC Chief Mechanical Officer
  - a. MARC III Trailer Cars
    - i. Funding identified to outfit all MARC III trailer cars with bicycle racks.
    - ii. Once completed, will allow MARC to carry full-size bicycles on Penn Line trains.
  - b. MARC II and MARC IV Trailer Cars
    - i. Funding not yet identified to continue beyond the two prototypes of other types.
    - ii. Completion of these cars would allow MARC to carry full-size bicycle on Camden and Brunswick Line trains
- VIII. Old Business
  - a. RAC Membership recruitment.
    - i. In progress.
  - b. Updates on status of:
    - i. Halethorpe lighting:
      - 1. Comment: Every other platform light is still out. Reply: Will look into it.
    - ii. Station LED signage:
      - 1. Computers at stations and headquarters to be replaced.
    - iii. Mobil ticketing:
      - 1. Expect to have implemented sometime between April and July.
      - 2. Might have a company representative at the March or June meeting.
    - iv. Amtrak ticket machines going out of service end of June.
      - 1. MARC will install new machines, which will sell all MARC ticket types and permit selection of all station pairs.
    - v. MARC Tracker.
      - 1. New real time feed that app writers can use and Google transit. Sometime this spring summer.
- IX. New Business, including questions and comments from guests
  - a. 8 Jan received text that 872 had no operating rest room. Notice came late. Couldn't alert go out the night before? Depends on when problem is discovered.
  - b. Halethorpe station water was turned off during very low temperatures. Suggest insulating pipes.
    - i. Water was turned off not because of cold but for other reasons.
  - c. Few months ago new information signs (3 panel signs.) Extra supports added, looks tacky.
    - i. They were added to improve stability. They will be painted black after wood dries.

- d Question about lost monthly tickets.
    - i. Lost monthly tickets are lost. All found lost tickets are retained at Gate B at Union station.
  - e Few weeks ago, really cold. Request for heater on platform. A consideration for small improvement projects.
  - f Request to consideration of keeping a train at Union over night to permit a later first southbound and/or earlier northbound train.
- X. Meeting adjourned at 5:59

Upcoming meetings (Third Thursday of each month 4:30 to 6:00)

February 15, 2018                      Teleconference  
 March 15, 2018                        In-person  
 April 19, 2018                         Teleconference

Reminder: E-mail rail car or station defects to Donna Walsh – [Dwalsh@mta.maryland.gov](mailto:Dwalsh@mta.maryland.gov)

Attendance:

An “X” means present in the room.

A “P” means present by phone.

A “L” means late.

<b>MRAC</b>		<b>Amtrak</b>		<b>CSX</b>	
Aviva Glaser		Howard Carter	P	Dan Wagner	X
Brian Love	X	Mike Tierney	X	Joe Lisska	P
Charles Enders		Justin Waldron	X	Marco Tura	
Cheryl Batis-Harris	X				
Christopher Field	X				
Dan Sutherland Weiser	X	<b>Bombardier</b>		<b>MTA</b>	
DeMyra Harvey		Amika Anderson	X	Andrea Farmer	
Jaime Streeter Wilson		Bill Egan	X	David Johnson	X
James Burrows-McElwain		Christopher Bostic		Dean Del Peschio	X
Jeff Jordan		Jeff Gaffney	X	Donna Walsh	X
Joe Conny	X	Josh McCormack	X	Katherine Read	X
June Brandt	P	Matthew Sturgeon	X	Matt Mitchel	
LaToya R. Griffin				Paul Kryswaty	P
Kelly Kopeikin	X				
Matthew Wingerter					
Steve Chan	X	<b>Guests</b>			
		John Morris	X		
		Vince Hodge	X		
		Jeff Becker			
		Clark Transkipton			

In addition to the above, we had the following attend:

Kevin Quinn MTA Administrator (Speaker)

James Gillece MTA Chief of Staff

Gregory Snyder MDOT MTA

Kenneth Good MTA

David Zaidain, Amtrak (Speaker)

Scott Tucker Amtrak

Lee Woodward BTS

Patricia Reismann BTS

Vince Zagorski (guest)



# MARC Train Service On-Time Performance December 2017

		Month	Year to Date	Same Month 2016
Brunswick Line	Brunswick	97.58%	95.44%	94.57%
	Frederick	99.17%	96.65%	95.18%
	West Virginia	95.83%	95.73%	96.53%
	<i>Total Brunswick</i>	<b>97.53%</b>	<b>95.94%</b>	<b>95.43%</b>
Camden Line	Camden	<b>96.67%</b>	<b>94.44%</b>	<b>94.00%</b>
	<b>BTS OTP</b>	<b>97.07%</b>	<b>95.13%</b>	<b>94.66%</b>
Penn Line	Baltimore	94.06%	88.95%	92.31%
	Perryville	92.68%	87.25%	90.61%
	<b>Amtrak OTP</b>	<b>93.37%</b>	<b>88.10%</b>	<b>91.46%</b>
				<b>92.87%</b>
<b>MARC SYSTEM TOTAL OTP</b>		<b>94.93%</b>	<b>90.97%</b>	<b>92.87%</b>

## MARC On Time Performance Summary

December 2017

### Penn Line Weekday

**93.13% Month** **87.79% Year to Date**

89.58% AM Southbound (Trains 401-523)

95.42% PM Northbound (Trains 426-448)

92.78% AM Northbound (Trains 400-412)

91.25% PM Southbound (Trains 537-579)

*Trains below 90% (late more than twice, red-bold lower than 80%):*

406 (85% month, 84% YTD) 439 (85% month, 81% YTD)

408 (85% month, 88% YTD) 505 (80% month, 86% YTD)

409 (80% month, 91% YTD) 517 (85% month, 69% YTD)

418 (85% month, 82% YTD) 544 (85% month, 83% YTD)

419 (80% month, 86% YTD) 579 (80% month, 86% YTD)

421 (85% month, 87% YTD) 612 (85% month, 77% YTD)

*100% for month:* 400, 401, 403, 412, 414, 416, 422, 424, 426, 430, 431, 435,  
438, 443, 523, 610, 641, 642

### Penn Line Weekend

**97.33% Month** **94.04% Year to Date**

### Bombardier Transportation Services OTP (Brunswick and Camden Lines):

**96.94% Month** **95.12% Year to Date**

#### Brunswick Line

**97.53% Month** **95.94% Year to Date**

97.78% AM Eastbound 97.28% PM Westbound

*Trains below 90% (late more than twice, red-bold lower than 80%):*

None

*100% for month:* 870, 876, 880, 890, 892, 894, 871, 875, 877, 879, 891, 893

#### Camden Line

**96.43% Month** **94.42% Year to Date**

95.00% AM Westbound 97.14% PM Eastbound

*Trains below 90% (late more than twice, red-bold lower than 80%):* None

851 (80% month, 94% YTD)

*100% for month:* 840, 841, 844, 845, 847, 848, 850, 853, 854, 859, 860

## MARC Train December 2017 – Terminations and Cancellations

Train Number	Delay Date	Delay Time	Delay Type	Location	Delay Description
505	12/4/2017	85	MECHANICAL EQUIPMENT	Aberdeen	Terminated due to electric locomotive failure. Passengers transferred to an Amtrak train.
415	12/4/2017	46	SECONDARY DELAY	Baltimore	Cancelled due to termination of Train 505 (no equipment or crew available). Passengers accommodated on later trains.
517	12/4/2017	39	DISPATCHER/INTERFERENCE	Edgewood	Originated at Edgewood Station due to disabled train 505.
612	12/4/2017	57	SECONDARY DELAY	Washington	Cancelled due to delays resulting from Train 505 termination. Passengers accommodated on Train 414.
532	12/5/2017	37	MECHANICAL EQUIPMENT	Washington	Cancelled due to electric locomotive failure. Passengers accommodated on Trains 634, 536 and 438.
544	12/6/2017	73	DISPATCHER/INTERFERENCE	Martin Airport	Terminated due to Acela Express train striking and killing a person walking on the tracks. Train returned to Baltimore and passengers for Edgewood, Aberdeen and Perryville were accommodated by alternate transportation.
548	12/6/2017	60	DISPATCHER/INTERFERENCE	Martin Airport	Terminated due to Acela Express train striking and killing a person walking on the tracks. Passengers for Edgewood, Aberdeen and Perryville were accommodated by alternate transportation.
452	12/8/2017	178	MECHANICAL EQUIPMENT	Odenton	Arrived Baltimore 3 hours late due to diesel locomotive mechanical problems.
408	12/11/2017	31	MECHANICAL EQUIPMENT	Washington	Cancelled due to due to diesel locomotive mechanical problems. Passengers accommodated on Train 610.
421	12/11/2017	51	SECONDARY DELAY	Baltimore	Cancelled due to cancellation of Train 408. Passengers accommodated on Train 523.
849	12/13/2017	105	MECHANICAL EQUIPMENT	Dorsey	Terminated due to cab car failure. Passengers transferred to Train 851.
851	12/22/2017	103	MECHANICAL EQUIPMENT	Laurel	Terminated due to diesel locomotive failure. Commuter Bus transported passengers to Greenbelt to continue to Washington.
878	12/26/2017	16	MECHANICAL EQUIPMENT	Rockville	Terminated due to diesel locomotive failure. Passengers transferred to Trains 894 and 880.
579	12/28/2017	106	MECHANICAL EQUIPMENT	Baltimore	Terminated just north of Penn Station due to electric locomotive failure. Passengers detrained once train was pulled into Penn Station by rescue loco.
881	12/28/2017	125	MECHANICAL EQUIPMENT	Garrett Park	Terminated due to diesel locomotive failure. Train 883 coupled to Train 881 and shoved train to Brunswick. Passengers to West Virginia accommodated on EPTA bus.
			(continued)		

505	12/29/2017	46	MECHANICAL EQUIPMENT	Aberdeen	Terminated due to electric locomotive failure. Passengers transferred to an Amtrak train.
511	12/29/2017	145	MECHANICAL EQUIPMENT	Perryville	Cancelled due to termination of Train 505 (railroad blocked by 505). Passengers accommodated on Train 523 and Amtrak.
517	12/29/2017	100	SECONDARY DELAY	Perryville	Cancelled due to termination of Train 505 (used 517 to rescue 505). Passengers accommodated on Train 523 and Amtrak.
404	12/29/2017	45	SECONDARY DELAY	Washington Terminal	Cancelled due to termination of Train 505 (no equipment or crew available). Passengers accommodated on later trains.
419	12/29/2017	30	SECONDARY DELAY	Baltimore Terminal	Cancelled due to termination of Train 505 (no equipment or crew available). Passengers accommodated on later trains.
440	12/29/2017	12	MECHANICAL EQUIPMENT	Washington Terminal	Cancelled due to no locomotive available because of a shortage of operational locomotives.
872	12/29/2017	25	SECONDARY DELAY	Martinsburg	Cancelled due to no locomotive available because of a shortage of operational locomotives.





	Brunswick Line				Camden Line				Penn Line			
	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays	Minutes	Delays	% By Minutes	% By Delays
ACCIDENT	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
COMMUNICATION/SIGNALS	25	1	7.4%	11.1%	10	1	2.3%	5.3%	55	6	2.3%	6.3%
CREW	0	0	0.0%	0.0%	0	0	0.0%	0.0%	11	1	0.5%	1.0%
DISPATCHER/INTERFERENCE	145	5	43.2%	55.6%	141	11	32.0%	57.9%	902	45	38.3%	46.9%
MECHANICAL	166	3	49.4%	33.3%	248	4	56.2%	21.1%	556	13	23.6%	13.5%
PASSENGER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	55	3	2.3%	3.1%
SECONDARY DELAY	0	0	0.0%	0.0%	42	3	9.5%	15.8%	577	14	24.5%	14.6%
SECURITY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	0	0	0.0%	0.0%
TRACK/CATENARY	0	0	0.0%	0.0%	0	0	0.0%	0.0%	186	13	7.9%	13.5%
WEATHER	0	0	0.0%	0.0%	0	0	0.0%	0.0%	13	1	0.6%	1.0%

**MARC Train Service**  
**Weekday Station Boardings Comparison Report**  
**December 2017 vs. December 2016**

<b>Penn Line</b>	<b>North 2017</b>	<b>South 2017</b>	<b>Total 2017</b>	<b>North 2016</b>	<b>South 2016</b>	<b>Total 2016</b>
Perryville	0	170	170	10,296	0	10,296
Aberdeen	0	206	206	683	390	1,073
Edgewood	2	256	258	30	344	374
Martin Airport	0	378	378	117	515	632
Penn	201	3,118	3,319	133	2,286	2,419
West Baltimore	0	784	784	79	1,809	1,888
Halethorpe	2	1,325	1,327	12	1,384	1,396
BWI	112	1,769	1,881	7	757	764
Odenton	112	2,117	2,229	136	3,446	3,582
Bowie	109	549	658	3	214	217
Seabrook	50	348	398	1	152	153
New Carrollton	449	455	904	0	110	110
Washington, Union Station	10,602	0	10,602	0	87	87
<b>Totals</b>	<b>11,639</b>	<b>11,475</b>	<b>23,114</b>	<b>11,497</b>	<b>11,494</b>	<b>22,991</b>

<b>Camden Line</b>	<b>East 2017</b>	<b>West 2017</b>	<b>Total 2017</b>	<b>East 2016</b>	<b>West 2016</b>	<b>Total 2016</b>
Camden	0	282	282	0	375	375
St. Denis	0	5	5	0	9	9
Dorsey	19	511	530	20	595	615
Jessup	0	1	1	0	0	0
Savage	19	357	376	17	367	384
Laurel Race Track	0	1	1	0	3	3
Laurel	41	552	593	51	698	749
Muirkirk	23	196	219	28	329	357
Greenbelt	32	15	47	40	19	59
College Park	120	15	135	129	22	151
Riverdale	13	33	46	14	54	68
Washington, Union Station	2,001	0	2,001	2,132	0	2,132
<b>Totals</b>	<b>2,268</b>	<b>1,968</b>	<b>4,236</b>	<b>2,431</b>	<b>2,471</b>	<b>4,902</b>

<b>Brunswick Line</b>	<b>East 2017</b>	<b>West 2017</b>	<b>Total 2017</b>	<b>East 2016</b>	<b>West 2016</b>	<b>Total 2016</b>
Washington, Union Station	0	3,270	3,270	0	3,017	3,017
Silver Spring	98	521	619	93	469	562
Kensington	173	15	188	207	28	235
Garrett Park	56	1	57	54	1	55
Rockville	203	301	504	239	276	515
Washington Grove	46	1	47	45	0	45
Gaithersburg	425	33	458	434	34	468
Metropolitan Grove	230	16	246	251	9	260
Germantown	864	7	871	928	14	942
Boyds	15	0	15	24	0	24
Barnesville	73	0	73	85	0	85
Dickerson	23	0	23	20	0	20
Point of Rocks	303	0	303	383	0	383
Monocacy	343	0	343	206	0	206
Frederick	125	0	125	104	0	104
Brunswick	362	0	362	482	0	482
Harpers Ferry	53	0	53	45	0	45
Duffields	78	0	78	82	0	82
Martinsburg, WV	65	0	65	114	0	114
<b>Totals</b>	<b>3,535</b>	<b>4,165</b>	<b>7,700</b>	<b>3,796</b>	<b>3,848</b>	<b>7,644</b>

**MARC Train Service  
Penn Line Station Boardings Report  
Saturday, December 16, 2017**

<b>Station</b>	<b>North</b>	<b>South</b>	<b>Total</b>	<b>Line Percent</b>	<b>System Percent</b>
Martin Airport	0	32	<b>32</b>	1%	1%
Penn	0	1,493	<b>1,493</b>	37%	37%
West Baltimore	0	65	<b>65</b>	2%	2%
Halethorpe	1	96	<b>97</b>	2%	2%
BWI	21	298	<b>319</b>	8%	8%
Odenton	27	141	<b>168</b>	4%	4%
Bowie	18	26	<b>44</b>	1%	1%
Seabrook	0	0	<b>0</b>	0%	0%
New Carrollton	124	26	<b>150</b>	4%	4%
Washington, Union Station	1,713	0	<b>1,713</b>	42%	42%
<b>Totals</b>	<b>1,904</b>	<b>2,177</b>	<b>4,081</b>	<b>100%</b>	<b>100%</b>

# MARC Riders Advisory Council

1/18/18



MARYLAND TRANSIT  
ADMINISTRATION

# New Locomotives

- \$58.1 million for eight new EPA Tier 4 diesel electric locomotives
  - Highest and cleanest emissions standard in rail industry
- Capable of speeds up to 125 mph
  - Fastest commuter rail in country
- First three have been delivered to Riverside
  - Revenue service in mid-2018
- State-of-the-art technology
  - Fault monitoring
  - Self-diagnosing features to improve reliability and prevent failures





# Bike Car Improvements



- \$524,000 project
- Passengers will be able to bring their full-sized bicycles on any MARC train during weekday service
  - Trailer cars are being equipped with two bicycle racks in each car
- Each car has two green indicator lights on each side of the exterior to indicate when bicycle racks are available
- The service is targeted to begin in summer 2018

# MARC III Overhaul

- \$52.7 million for 63 bi-levels
  - Being overhauled by Bombardier in Kanona, NY
- HVAC systems are being completely rebuilt
- New communication system
  - LED destination signs (like new Bombardier cars) and
  - Speakers with auto-adjusting sound levels are being installed
- Seat cushions are being refurbished...new foam and new seat covers
- First pilot cars to be delivered to MTA in 2<sup>nd</sup> quarter 2018
- All cars completed by 2020





# Transit Hubs: West Baltimore MARC Station

- \$7 million
- Amenities:
  - 4 bus bays
  - 4 layovers
  - Operator restroom
  - ADA parking
  - Ticket Vending Machines
  - Real Time Signage
  - New Shelters
  - New Lighting
  - Blue Light Cameras and CCTV to Lot D
- Selected as finalist for MdQI Award of Excellence



# Camden Station Groundbreaking



- \$7.2 million
  - \$4.2 million funded by Transportation Enhancements Program (TEP) grant
- Partnership with Maryland Stadium Authority
- Gateway to the city
- Replaces an old, temporary structure built in the 1980s with a new, iconic station next to Camden Yards

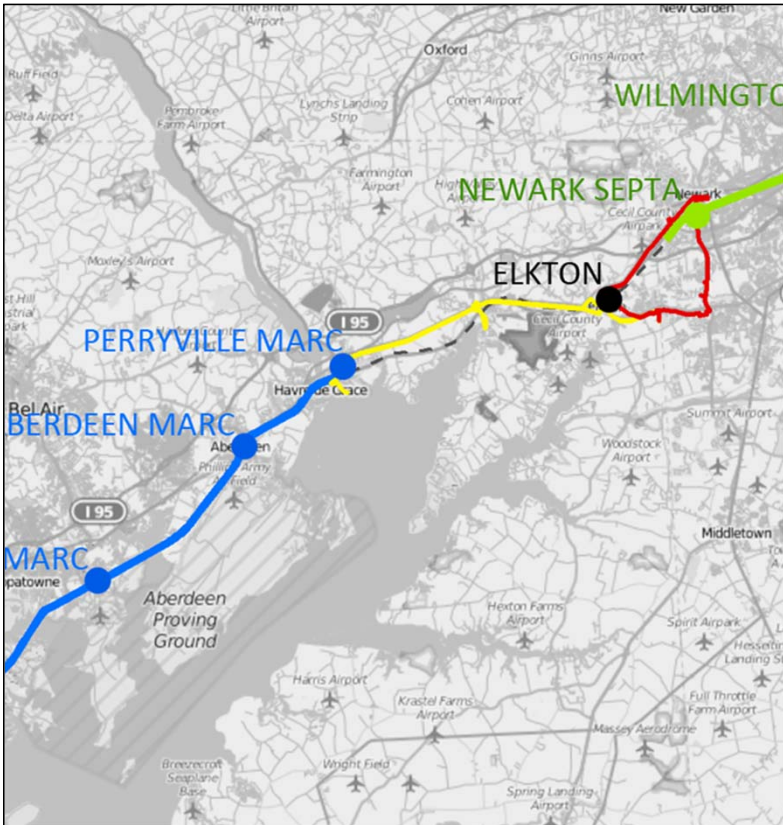
# Closing the Commuter Rail Gap

- Improve access and connections to jobs along the Northeast Corridor (Penn Line)
- Establish ridership in larger markets
  - Connect Maryland to economic growth opportunities
- Restore commuter rail service to the full length of the northeast corridor within Maryland
- Provide an affordable alternative for commuters to get to work; and
- Expand service without diminishing the level of safety, efficiency, reliability, and word class customer service





# Existing Connections



- MARC Penn Line terminates in Perryville, Maryland
- SEPTA Wilmington/Newark Regional Rail Line terminates in Newark, Delaware
- Cecil Transit of Cecil County, Maryland connects Newark and Perryville with 2 fixed-route services with a transfer at Elkton
- Elkton Train Station is not served by Amtrak or MARC

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Thank you!

**Questions/Comments/Discussion**

